

Matt Blunt
Governor

MISSOURI

DEPARTMENT OF ECONOMIC DEVELOPMENT

Gregory A. Steinhoff
Director

Division of Workforce Development

Roderick Nunn
Director

October 17, 2005

U.S. Department of Labor
Employment & Training Administration
Office of Workforce Investment
ATTN: Gay Gilbert, Administrator
200 Constitution Avenue, NW
Washington, D. C. 20210

Dear Ms. Gilbert:

The Missouri Division of Workforce Development (DWD) is submitting the enclosed Reemployment Services Performance Report for Program Year (PY) 2004.

The performance has remained the same with a decrease in UI benefit exhaustion. One performance goal, increase UI claimants attending Workforce Linkage workshops has decreased. Strategies for addressing service to UI claimants continue to be developed and implemented.

Should you have questions or need additional information for the ETA 9100 Report, please contact Janeen Osborne at (573) 526-8260 or by email at janeen.osborne@ded.mo.gov.

Sincerely,



Roderick Nunn
Director

RN/JO/LW

Enclosure

c: Bob Wilson
Byron Zuidema

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Missouri

DATE: October 7, 2005

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

Reemployment Services Performance Report Program Year 2004

1. **Reduce the duration of profiled claimants receiving benefits by 10%**
The number of profiled claimants receiving benefits had a slight decrease of 1% from the reporting quarters in PY 2003 to PY 2004.
2. **Reduce the rate of UI benefit exhaustion by 5%**
The number of UI claimants profiled and referred decreased 28% from the reporting quarters in PY2003 to PY2004.
3. **Increase the number of UI claimants attending Workforce Linkage workshops by 10%**
The rate of Workforce Linkage workshop attendance is down by 4% compared with PY2003.
4. **Increase the rate of referrals for UI claimants by 5%**
The rate of UI claimants referred to employment in PY 2004 was 57% which is the same rate as PY 2003.
The rate of UI claimant referral to WIA services was 6% during PY 2004, which is the same rate as PY 2003.

Eligible UI Claimant (ETA 9002 Report Cumulative Report)

Eligible UI Claimant	PY2003	PY2004	
Total Active Job Seekers	208,314	210,671	9% increase
Referred to Employment	119,138	119,231	1% increase
Referred to WIA Services	13,765	12,912	1% decrease

ETA 9048 Worker Profile & Reemployment Services Activity

	PY2003	PY2004	
Number put in selection queue	26,232	23,250	12% decrease

Number referred to services	7,008	8,219	8% increase
Percentage referred to services increase	27%	35%	8%

ETA 9049 Worker Profiling & Reemployment Services Outcomes
(Report period is December 31, 2002-January 1, 2002 for PY 2003)
(Report period is December 31, 2003-January 1, 2003 for PY 2004)
Claims Experience for Profiled and Referred Claimants

	PY2003	PY2004	
Number Exhausted Benefits	5,389	3,384	28% decrease
Average Compensated Duration	16.9 weeks	16.8 weeks	.1% decrease
Average Benefits Paid	\$3275	\$3270	1% decrease

Performance Outcomes for PY 2004 generally is very positive.

Missouri did not meet the profiled claimants reduction of duration on benefits by the proposed amount, however there was a slight decrease in the length benefits were claimed.

The number of UI claimants profiled and referred decreased by 12% which exceeds the planned performance outcome. Some reasons for the decrease could be fewer numbers of mass layoffs in the state during PY2004 compared to PY2003.

There was an increase in the number of UI claimants referred to services but that did not include referrals to WIA services. The Division of Workforce Development has begun to address this shortcoming by putting together a Task Force to study the ways services could be improved to all UI claimants.

Some strategies have been identified and implemented. One strategy is to designate a time and day in the worker profile report letter for local offices that wish to hold group orientations. This would allow the orientation to be done with a presentation informing UI claimants about WIA services. The expectation is that assessment appointments could be made or completed the same day. Some local offices do not have the physical space to hold group orientations and have decided not to change the way their orientations are conducted.

Another strategy implemented is a report that lists all available profilers during the week. The report identifies how many are available per office and how many are requested on the weekly profile report. This has shown us how many profiled claimants are missed during each week when the requests are too low. The intent is to impress upon the local offices the importance of the weekly request and to place in the queue/pool a more accurate number per office of profilers. There have been more weekly requests per office resulting in more UI profiled claimants receiving services sooner.

DWD has had numerous retirements the past couple of years which meant replacements and additional new employees hired in local offices. It was imperative that

Reemployment Services Worker Profile Guidelines be updated and distributed to frontline staff. This has been done.

Workforce Linkage use is down 4%. DWD will examine the different components of the activity to revise them for future use. Integration of Workforce Linkage workshops with WIA partner job readiness classes would better serve all our customers in the career centers and free up time for other customers to be served. The goal is that UI claimants and WIA customers will be served together when feasible in career readiness classes.

Automatch Unit

The Automatch Unit was implemented in January 2003 to match all claimants to available job orders and issue matches to a central processing location. The validity of the matches is verified at the central processing location and call-ins are issued to claimants for referrals.

Referred to Jobs

FY 2004	3687 (PY2003)
FY 2005	594 (PY2004)

After the implementation of GreatHires, the new labor exchange system in Missouri, a significant amount of time was devoted to direct customer service to job seekers and claimants to ensure their access to the system and use of the features.

- Response to emails directed to the “Contact Us” support line on the Greathires page.
 - Login
 - Matching problems
 - Problems requiring referral to the local career center
- Direct contact to employers to ensure their familiarity with the new system and facilitate login.
 - Login
 - Writing job orders

Initial problems with the matching system made it difficult to find matches for job orders.

The matching system utilizing the ONET code is much more restrictive than Missouri Works.

The matches produced are much closer to the occupational category sought by the job seeker; therefore, even though fewer matches (referrals) are produced, they should be a higher quality of job referrals for the job seeker, and higher quality referrals for the employer.

Employer Contacts

FY 2004	1152 (PY2003)
FY 2005	1241 (PY2004)

Employer contacts showed only a slight increase. Contacts were initiated to employers not only to follow up on older orders but to support them in their use of the new system. Contacts to employers in reference to their job orders were always made to follow up claimant referrals or to find additional opportunities for claimants.

Job Orders Written

FY 2004	540 (PY2003)
FY 2005	83 (PY2004)

Initiating job orders has not been a primary function of the team. Most orders written come as a bi-product of the twenty-two day follow up.

The number of job orders authored by the team was inflated during FY 04 by an effort to support the statewide coverage of a small number of employers. These employers wished to blanket the state with their job orders, hoping to attract candidates for hard to fill vacancies. Several orders were published in each of the major areas of the state. This practice was stopped in FY 2005, utilizing one order to cover statewide.

In Summary, Missouri is identifying and creating strategies to serve all UI claimants and the integration of staff and customers to offer more services in an efficient matter.

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